

~~ADMINISTRATIVE - INTERNAL USE ONLY~~

7 May 1987

MEMORANDUM FOR: Chief, Information Records Management Program

FROM: Chief, Classification Review Division

SUBJECT: RIMS Data Base Support

1. The basic function of the Released Information Management System (RIMS) data base in CRD is to provide requesters with the status of certain types of information of interest to the Agency. One of the problems encountered in querying the data base is excess repetition of text, causing the reports to be lengthy and cumbersome.

2. While attending a [ ] class last fall, the CRD RIMS Data analyst was given the name of a [ ] representative to contact for help with RIMS problems. Upon contacting the representative regarding the repetition of textual data, the representative created a lengthy set of procedures using a series of [ ] commands which were stored in a system file. This eliminated the problem of repetition of textual data when RIMS was queried. Later, it was necessary to obtain help from OIT Customer Services to set up a temporary disk space procedure file. After OIT Customer Services entered the temporary disk space file into the RIMS data base the procedure set up by the [ ] representative failed to execute. After making several phone calls in attempt to correct the situation, we were told by OIT Customer Service that we should contact [ ] for a solution since they were to provide CRD with computer support.

3. We have requested [ ] assistance with this problem; however, because of other priorities, [ ] has been unable so far to provide any help. The [ ] representative is willing to provide additional help but, we need authorization to use their services further since the representative is being funded by the DDI directorate. My question to you is, can we count on [ ] correcting this problem and doing so in the immediate future? Or, should we seek DI permission to use the [ ] computer expert to get RIMS back on track?

C/CRD

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